

CHAPTER 6: COMPLAINTS

6.1 Service and Policy Complaints

6.1.1 The Vancouver Police Board is responsible for taking action to respond to complaints made about the services or policies of the VPD.

As set out in s.168 of the *Police Act*, service or policy complaints are complaints about the general direction, management and operation of a police department, or about the inadequacy or inappropriateness of the police department's:

- i) staffing or resource allocation
- ii) training programs or resources
- iii) standing orders or policies
- iv) ability to respond to requests for assistance
- v) internal procedures

6.1.2 The Board shall establish a Service and Policy Complaint Review Standing Committee to be responsible for ensuring that the Board meets its responsibilities for service and policy complaints. The Board delegates those responsibilities, as set out in the *Police Act*, to the Standing Committee [See Appendix 5].

6.2 Conduct complaints against the Chief Constable and Deputy Chief Constables

6.2.1 As set out in s.76 of the *Police Act*, the Chair of the Board is the discipline authority for conduct complaints (internal discipline or public trust complaints) made against the Chief Constable or a Deputy Chief Constable.

6.2.2 In processing complaints the Chair of the Board shall have regard to the complaints process outlined in Part 11 of the *Police Act*. The Chair of the Board may at his discretion use the Board Office and Board Counsel as resources to assist in the processing of any conduct complaints against the Chief Constable and Deputy Chief Constables. The Chair shall obtain the approval of the Board before concluding an investigation or imposing any discipline.

6.3 Conduct complaints against other members of the VPD

6.3.1 While the Board receives at its monthly public meeting a statistical analysis of conduct complaints made against members of the Department other than the Chief Constable and Deputy Chief Constables, the Board has no authority over such complaints.